Argus 6 – For Client End Users

MEDICAL DIRECTOR USER MANUAL

ARGUS

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1. PREFACE

1.1 About Us

Argus division of HEALTHCONNEX operates to deploy, install, support and develop Argus, a computer program that enables health service providers to securely exchange clinical documents between their computer systems.

Argus seamlessly integrates with existing clinical software and speeds up reporting processes, saving time and resources as well as encouraging co-operation between providers.

Our aim at Argus is to offer a common messaging option for all Australian healthcare providers which is equally available and affordable to anyone, whilst adhering to principles of standards, transparency of technology, and interoperability.

Argus has a charter to serve the Australian healthcare community by providing secure messaging facilities which maximise the efficiency of delivery of healthcare by the sharing of clinical information between providers at as low a cost as possible, as seamlessly as possible.

1.2 Help and Support

Argus provides a central point of contact for software assistance and the resolution of software issues. As part of this, Argus offers a variety of professional services, online resources, and availability to experienced product specialists who are ready to action your service requests.

Contact Information:
Web: https://www.argusconnect.com.au/content/contact-us
Phone: 03 9037 1000

1.3 Feedback

To help us improve what we offer you, Argus would like your feedback (positive and negative) about this guide, and about any other aspect of our products. Please email your feedback to argus@argusconnect.com.au

1.4 Who should use this document

This document is intended for use post a formal Argus Training session or webinar. This is a detailed step by step guide with relation to using Argus alongside Medical Director 3.

Intended Audience: Argus End Users with a functioning Medical Director System and Basic, Intermediate, Advanced working knowledge of IT systems.

- Clinical Managers
- Administrators
- Practitioners
- Medicare Locals

2. INTRODUCTION

2.1 What Is Argus

Argus is encryption software that facilitates secure electronic communication of patient related information between healthcare providers.

For practitioners with a Patient Management System or Clinical software, electronic correspondence can be viewed and filed electronically against a patient file, saving time opening envelopes, scanning documents and maintaining paper files.

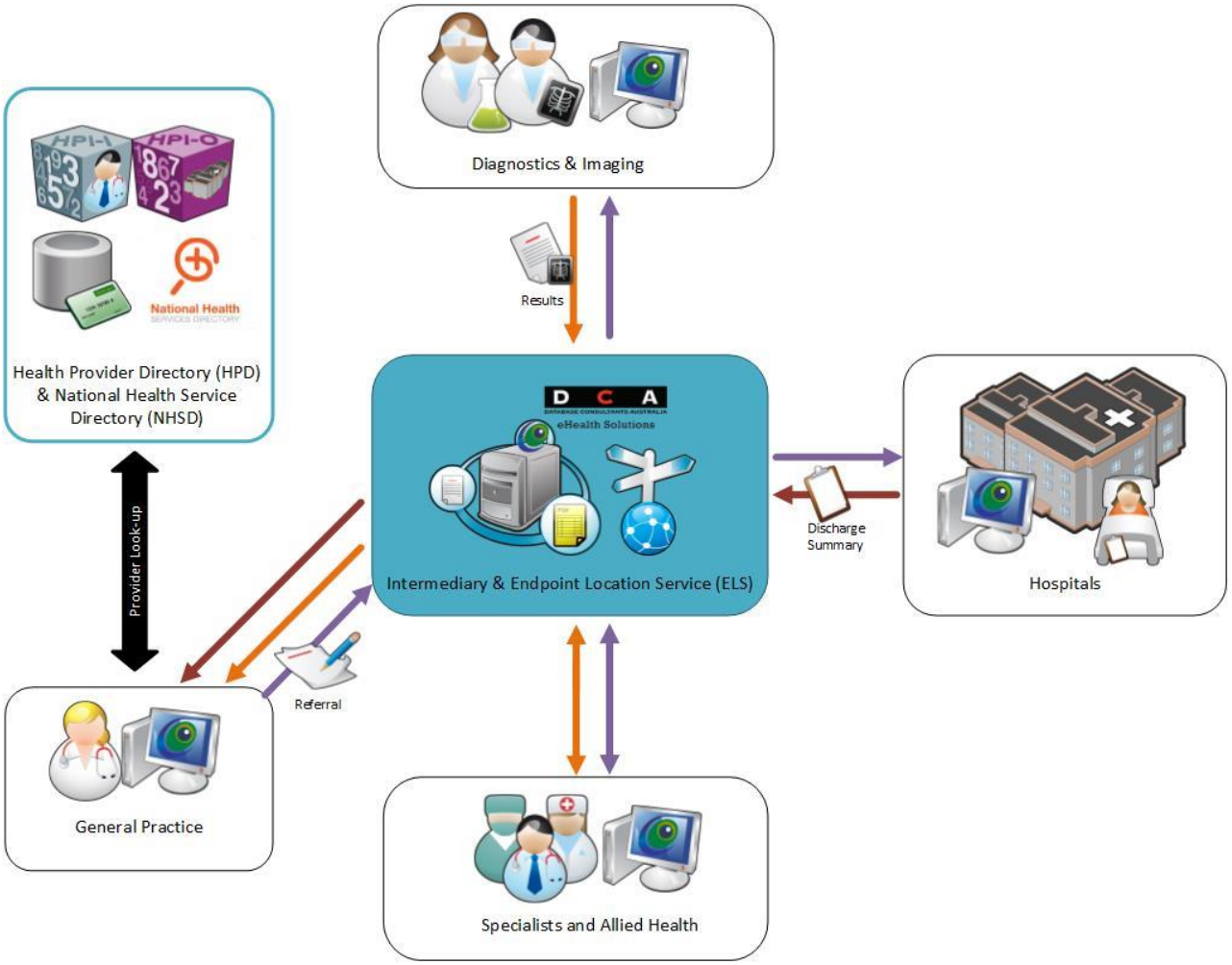
Argus is developed to NEHTA's Secure Message Delivery (SMD) specification published by Standards Australia providing end to end SMD delivery. Backward compatible, Argus ensures healthcare providers at varying stages of eHealth adoption can continue to communicate.

2.2 How Argus Works

Argus enables healthcare providers to electronically exchange clinical documents securely via encrypted email or SMD reducing the costs associated with stationery, printing, faxing and posting reports. Electronic transmission speeds up the delivery of patient information whilst providing clarity that is often lost with poor handwriting and fax rendering.

2.3 Who Does It Let Me Communicate with

Used by Allied Health, General Practitioners, Hospitals, Practice Nurses, Pathology, Radiology and Specialists to name a few, Argus enables communication between health and care professionals delivering admission notifications, medication reviews, care plans, event notifications, ED and discharge summaries, reports, referrals, patient progress notes.



3. BASIC ARGUS FUNCTIONALITY

3.1 Confirming readiness of other Argus users to receive electronically

1. It's important to contact the Practice in person prior to your first electronic message to them to confirm that they have integrated receiving electronic messaging into their Practice routine.
2. In most instances they will have done this, however it is important to clarify.

3.2 Adding a Recipient to your Argus Address Manager

1. To be able to send to other Argus recipients you must first add them to your local **Argus Address Manager**.
2. Access the **Argus Address Manager** by double-clicking on the icon (normally on the Desktop of the computer which has Argus installed). The icon looks like this:

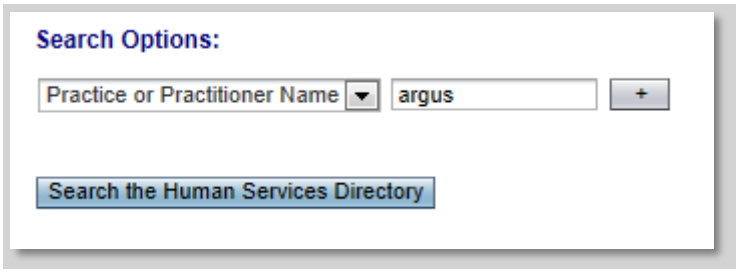
3. Default username is **argus** and default password is **argus**.

IMPORTANT NOTE:
We recommend your username and password is personalised. If this has not already been done please contact the Argus Support Team on 03 9307 1000. It is important to advise Argus Support and keep on hand the details of this change in order to access your **Argus Address Manager**.

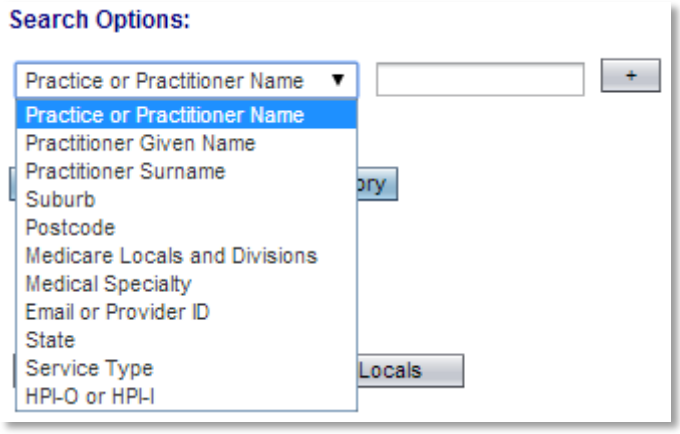
4. To look-up Argus recipients you need to click on **Add Addresses**

5. Type in the name (or part name) of the practitioner or practice you'd like to add (in the example shown below the search term is "argus"), then click on the **Search the Human Services Directory** (all Argus users are listed in this national directory)

Tip: Do not enter a search term and hit the Enter key – you need to click the **Search the Human Services Directory** button to return results



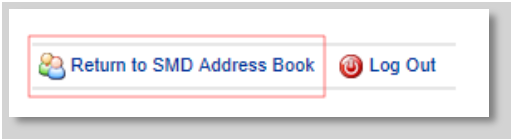
Note: that you can also click on the drop-down showing **Practice or Practitioner** name to choose a different way to search the Directory, as shown here:



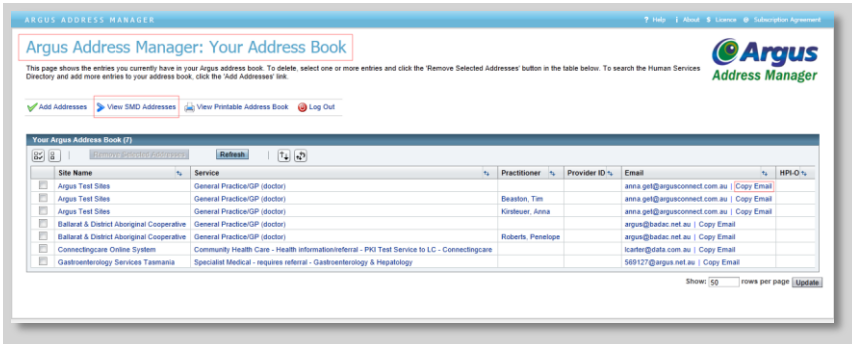
6. In the results list click in the checkbox next to the required practitioner(s) name so the box(es) now contain a tick, and then click on the **Add selected entries to Address Book** button, as shown here:

Argus Test Site | Support group/s - Support groups - (Brendan Price)
Argus Test Site | Support group/s - Support groups - (Tim Beaston) | Beaston, Tim
Argus Test Site | Support group/s - Support groups - (Tim Beaston)
Argus V6 Live | General Practice/GP (doctor) | Brownbill, Helen
Argus V6 Live | General Practice/GP (doctor)
Argus V6 Live | Allied Health - Social Work | Carter, Laurence
Argus V6 Live | Allied Health - Social Work
Argus V6 Live | Allied Health - Speech pathology/therapy | Johnston, Arthur
Argus V6 Live | Allied Health - Speech pathology/therapy
Add selected entries to Address Book
Show: 50 rows per page
Update

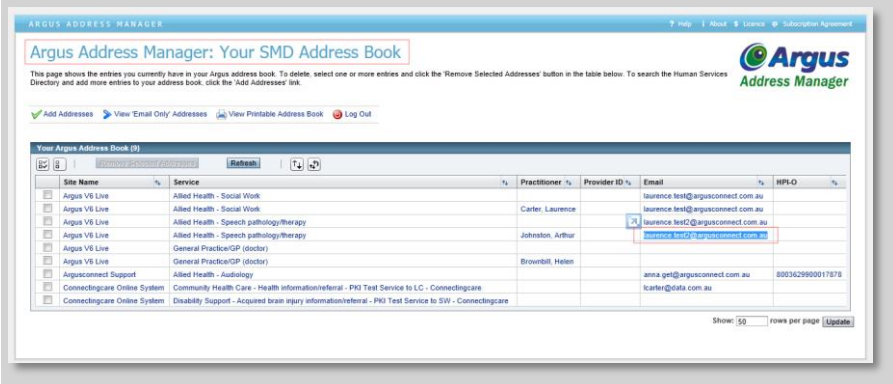
7. Repeat the process to populate your address book with all the practitioners to which you wish to send to.
8. Click on **Return to SMD Address Book**:



9. Back at your **Argus Address Book** screen you need to copy the email for a Practitioner (before switching over to Medical Director to create or update their Address book entry to ensure you can send to them electronically from within Medical Director).
   You should note that the Argus Address Book has two ways to view your entries.
   The first way as shown here is titled **Your Address Book,** this will display Practices that are still using Argus 5 and whom are not SMD complaint. You will notice a **Copy Email** link next to each Practitioner email address, as highlighted:



   The second way is titled **Your SMD Address Book** and is accessed by clicking on the **View SMD Addresses** link, as highlighted above. Your SMD Address Book will list other sites that have also upgraded to Argus 6. As shown below this view does not include the **Copy Email** link, so you have to select the email and copy to the clipboard:



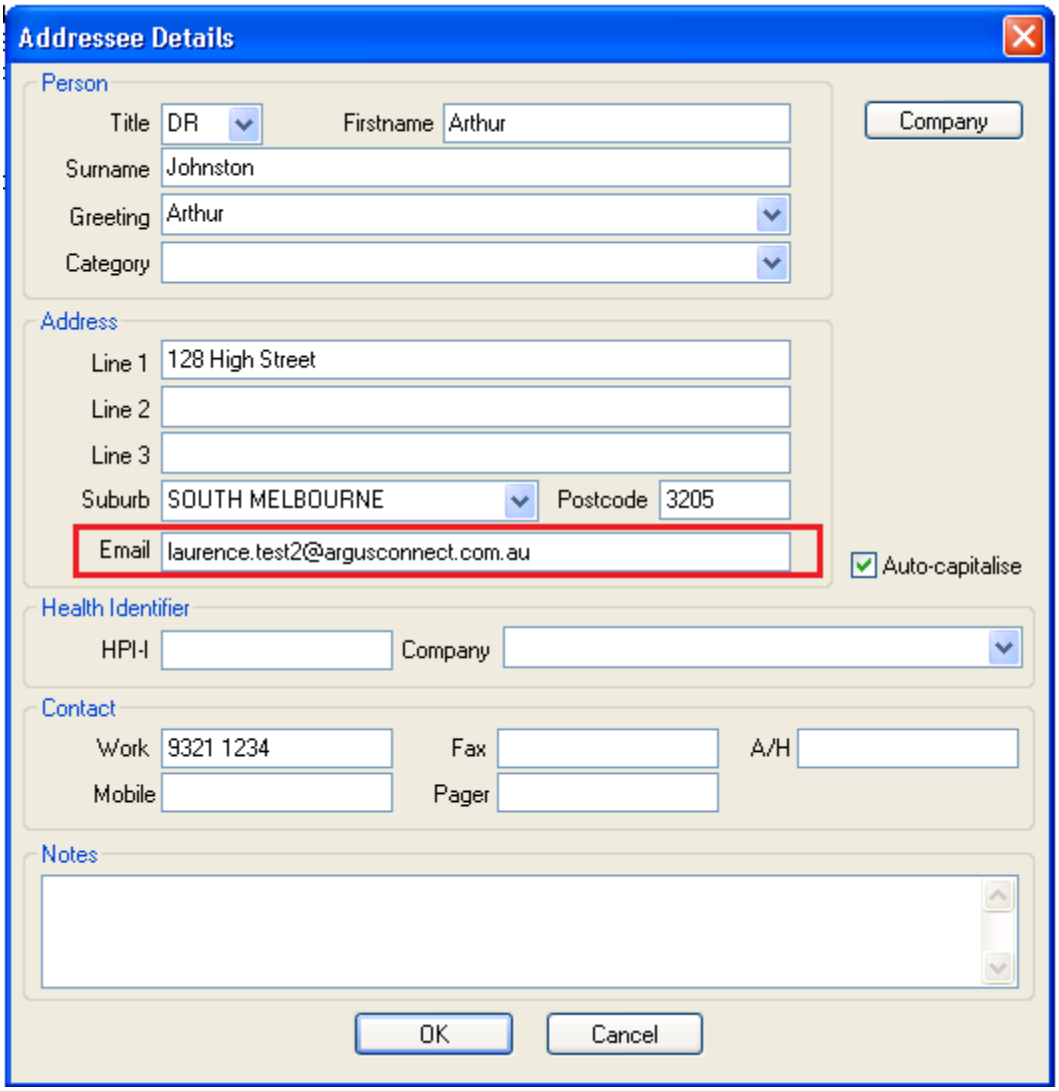
IMPORTANT NOTE:

Argus 6 is backward compatible, this means that you will be able to send and receive from other Argus users regardless of the stage of eHealth adoption they are at which is reflected by the version of Argus they have installed. These address books will be merged in a later release of Argus 6.

4. USING ARGUS WITH MEDICAL DIRECTOR

4.1 How to setup an Argus recipient as a Contact in the Medical Director Address Book

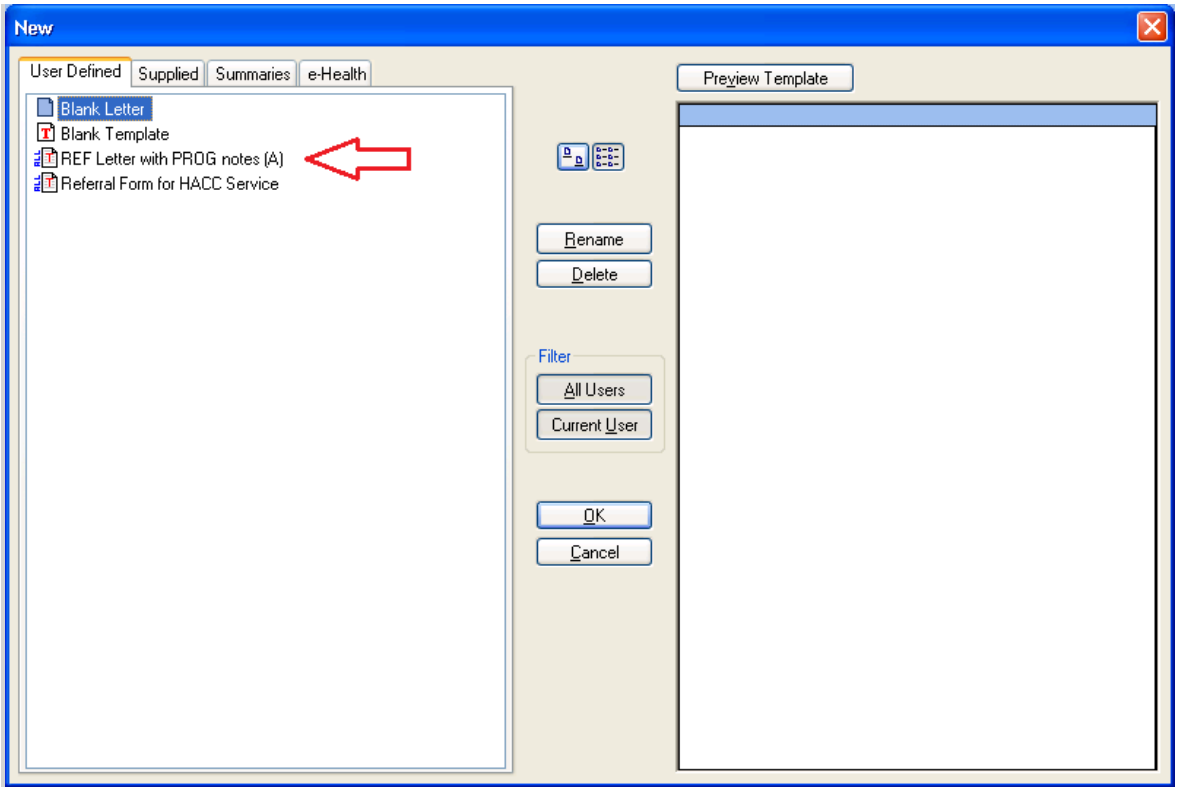
1. The step above has copied the Practitioner's Argus email address to the clipboard.
   Open Medical Director's Address Book.
2. In this example we will be adding a New Entry (these instructions will also provide you with the details to allow you to update or check an existing Entry).
3. Fill out the standard details, as illustrated:



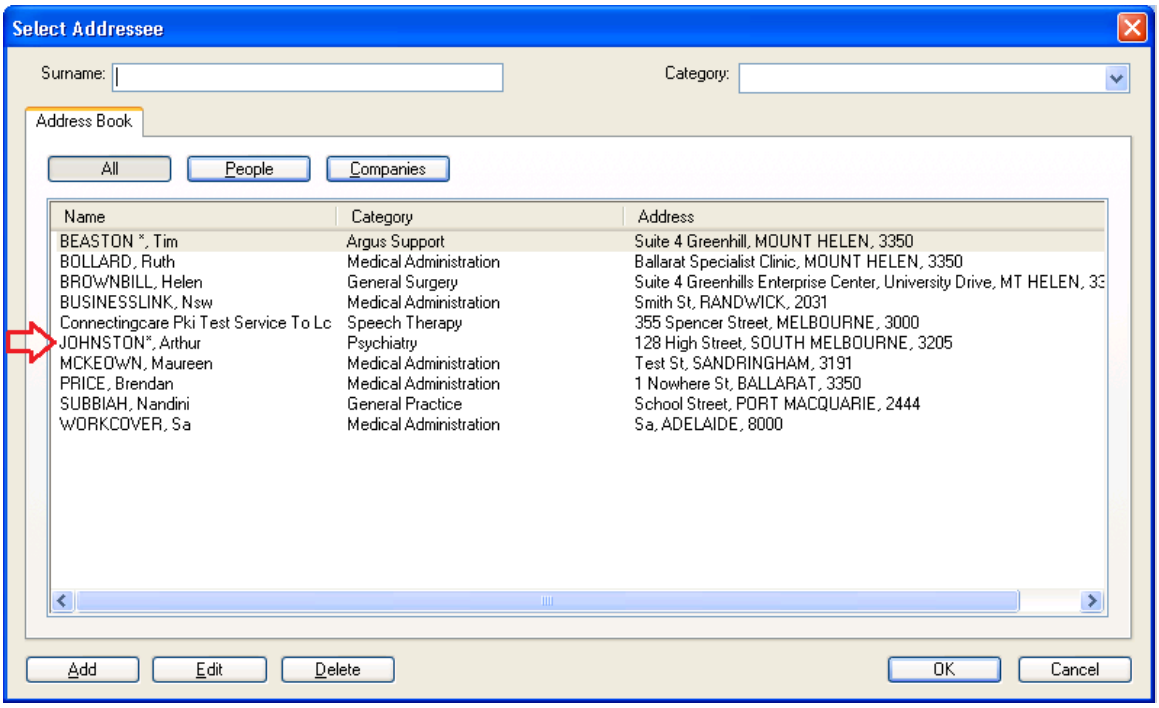
4. As highlighted above, make sure the Email address is the one you've copied from the **Argus Address Manager** for this Practitioner.
5. Some users indicate Argus recipients by adding a symbol (eg: *) at the end of the Surname.
6. Click **OK** to finish.

4.2 Sending a letter via Argus in Medical Director

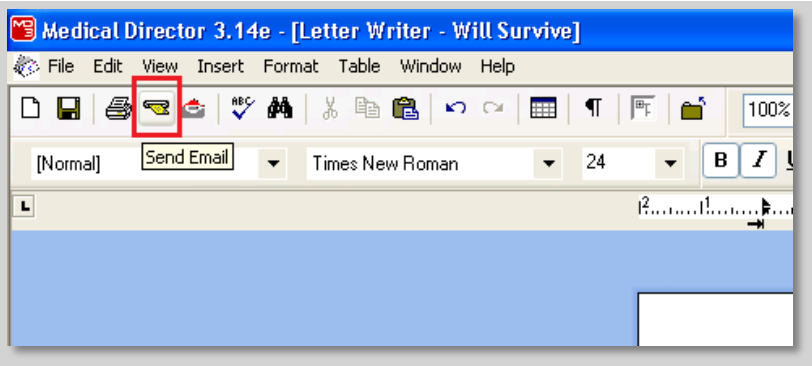
1. You need to initially choose a letter template that is Argus-compatible. Some Practices add the letter 'A' to the template name to indicate Argus compatibility as shown here:



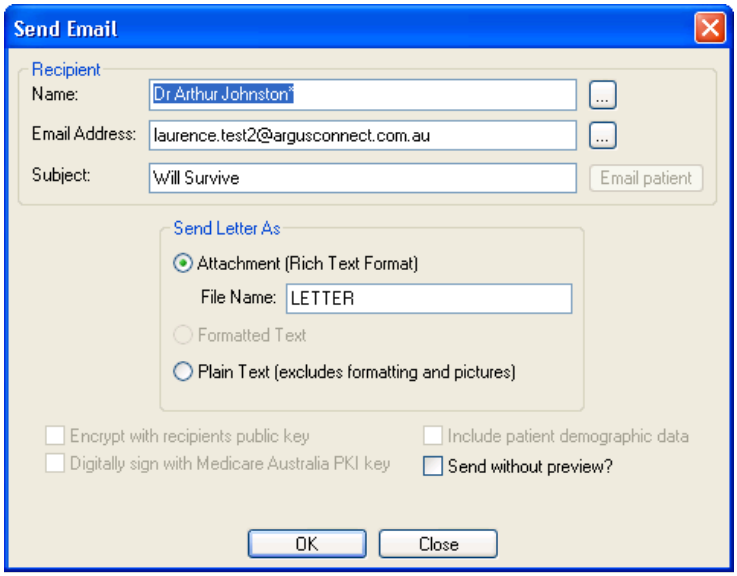
2. Select the template then choose the Argus recipient. In this example the Argus recipients are highlighted by adding an * symbol at the end of their name:



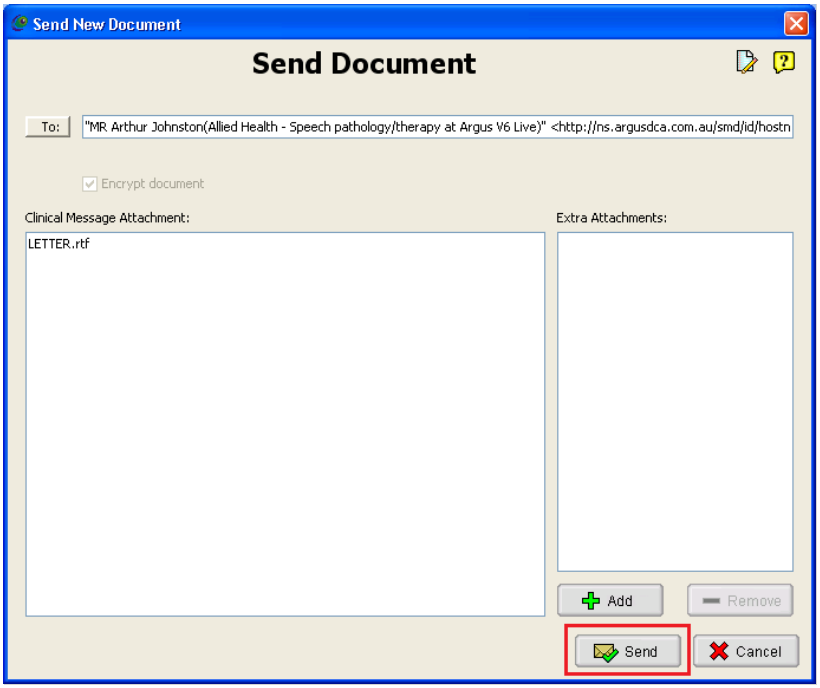
3. Complete the letter then choose the **Send Email** button, as shown here:



4. The following Medical Director dialog box will appear – click **OK**:



5. An Argus dialog box will then appear – click the **Send** button as highlighted below:



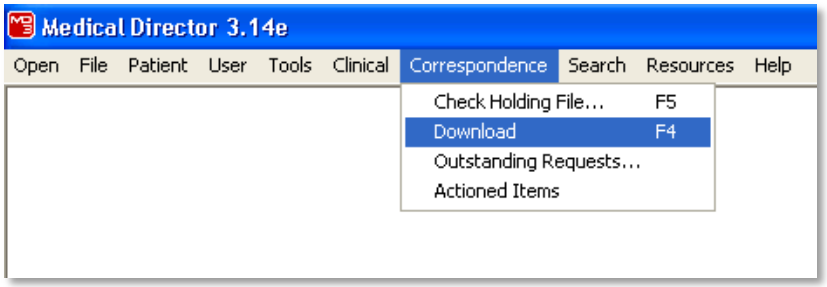
6. Once this Argus Send New Document window disappears the message has been sent.

IMPORTANT NOTE:

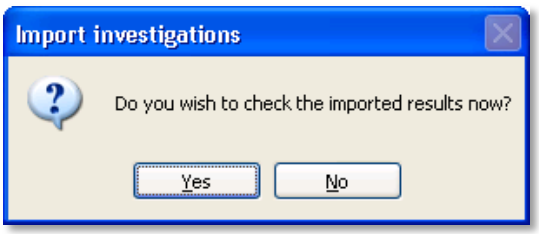
If this window does not display please contact the **Argus Support Team (03) 9037 1000** for assistance.

4.3 Receiving incoming messages in Medical Director

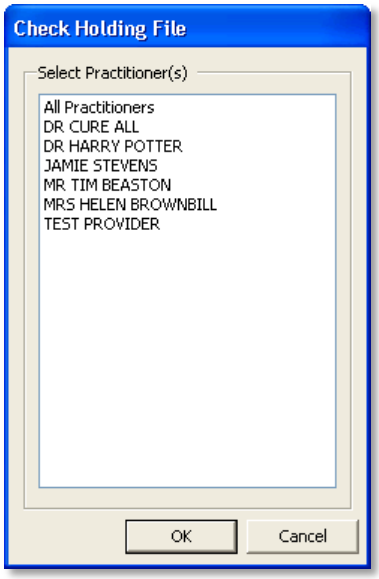
1. The first step is to choose the **Download** option from the **Correspondence** menu, as shown:



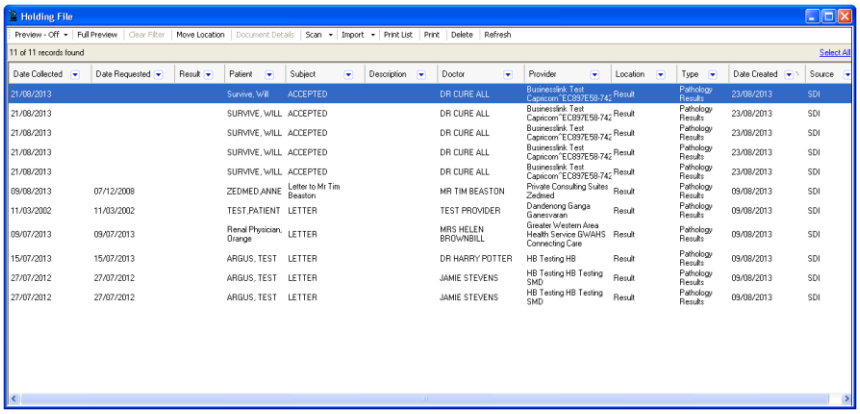
2. Click **Yes** in the dialog box that appears:



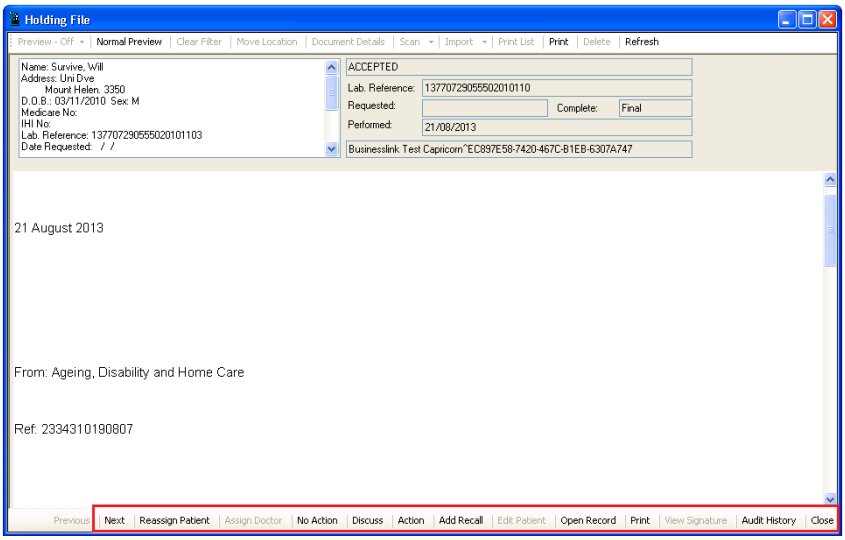
3. Click on the appropriate practitioner or choose “All Practitioners”, then press **OK**:



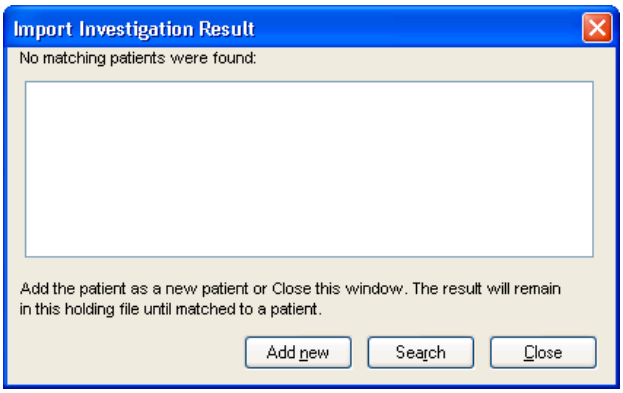
4. The **Holding File** window will display, as shown:



5. Double-click a message item. If the message is in regard to a known patient then the message will be displayed and you then need to choose an action, from the choices at the bottom of this window – as highlighted in red



6. Once you have completed the action Medical Director will display the next message in the queue.
7. If the patient is not known this dialog box will appear:


Import Investigation Result
No matching patients were found:
Add the patient as a new patient or Close this window. The result will remain in this holding file until matched to a patient.
Add new
Search
Close

8. Click Add new and then choose the appropriate action to have that message filed against the new patient record.
9. Review and Action all other messages to empty the Inbox.

5. ARGUS DAILY MAINTENANCE

5.1 Using Argus Message Manager

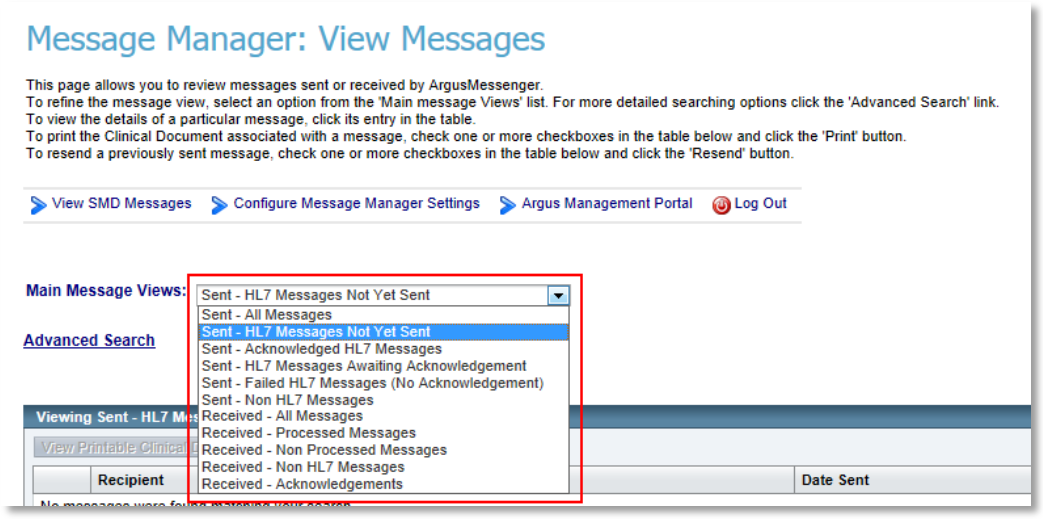
5.1.1 Monitoring Sent and Received Messages

It is important to monitor the **Argus Message Manager** on a regular basis. This will assist in ensuring that messages are being sent and received, as expected. Although notifications of problems will be emailed to the business contact for a Practice at the time they occur, regular checking of the **Argus Message Manager** is an important part of risk management.

1. Access the **Argus Message Manager** by clicking on this icon (normally on the Desktop of the computer which has Argus installed).
   The icon looks like this (not to be confused with 'Argus Messenger') :

Note: The default login details are ‘argus’ and ‘argus’

2. You can change the **Main Message View** by choosing from the drop-down as shown here:


Message Manager: View Messages
This page allows you to review messages sent or received by ArgusMessenger.
To refine the message view, select an option from the 'Main message Views' list. For more detailed searching options click the 'Advanced Search' link.
To view the details of a particular message, click its entry in the table.
To print the Clinical Document associated with a message, check one or more checkboxes in the table below and click the 'Print' button.
To resend a previously sent message, check one or more checkboxes in the table below and click the 'Resend' button.
View SMD Messages
Configure Message Manager Settings
Argus Management Portal
Log Out
Main Message Views:
Sent - HL7 Messages Not Yet Sent
Sent - All Messages
Sent - HL7 Messages Not Yet Sent
Sent - Acknowledged HL7 Messages
Sent - HL7 Messages Awaiting Acknowledgement
Sent - Failed HL7 Messages (No Acknowledgement)
Sent - Non HL7 Messages
Received - All Messages
Received - Processed Messages
Received - Non Processed Messages
Received - Non HL7 Messages
Received - Acknowledgements
Advanced Search
Recipient
Date Sent

3. The Message Manager has the following standard views

TIP – HL7 messages are the clinical messages sent and received by Argus – for example, referrals and reports

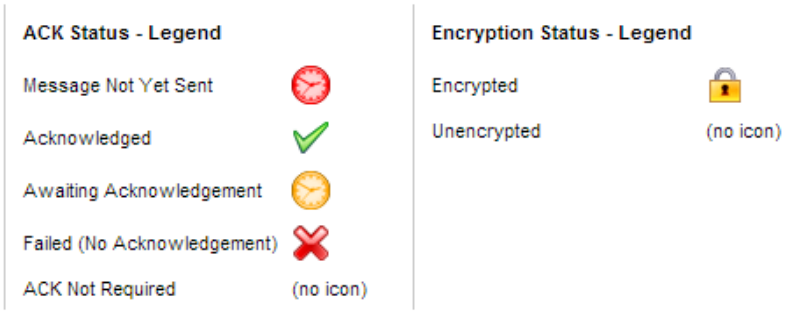
- **Sent - All Messages**
  This will display ALL sent messages regardless of status or purpose.
- **Sent - HL7 Messages Not Yet Sent**
  This is a list of any messages awaiting initial sending.
- **Sent - Acknowledged HL7 Messages**
  This is a list of messages that have been successfully acknowledged by the recipient's Argus software.
- **Sent - HL7 Messages Awaiting Acknowledgement**
  This is a list of messages successfully sent but awaiting acknowledgement (receipt) by the recipient.
- **Sent - Failed HL7 Messages (No Acknowledgement)**
  This is a list of messages that have reached the maximum resend limit with no response from the recipient. (This usually indicates an issue at the recipient's end. See Argus Messenger – Common Error Notifications)
- **Sent - Non HL7 Messages**
  This is a list of system messages (i.e. Acknowledgements, Error notifications etc).
- **Received - All Messages**
  This will display ALL received messages regardless of status or purpose.
- **Received - Processed Messages**
  This is a list of all messages successfully processed and exported.
- **Received - Non Processed Messages**
  This is a list of messages that were unable to be processed (this can be due to decryption or export issues, etc).
- **Received - Non HL7 Messages**
  This is a list of regular messages, usually not intended for Argus (i.e. incorrectly sent messages, mail server rejection notice, etc).
- **Received - Acknowledgements**
  This is a list of the acknowledgement messages sent back by the recipients' Argus software to indicate successful receipt of the message.

5.2 Argus Message Cycle

5.2.1 The Sending process

Argus works as a service and does a send/receive cycle every 20 minutes, this cycle can be followed in the Message Manager.

A message progress can be followed using the legend at the bottom of the Message Manager.



Process Flow	ACK Status
When a message has been added to the Argus database and is waiting to be sent in the next cycle the red clock will appear	Message Not Yet Sent
Once Argus has completed its 20 minute cycle the message will have been sent and will now display a yellow clock	Awaiting Acknowledgement
The recipients Argus installation will then receive and decrypt the message and process it into their clinical software package. At this stage the message will then show a green tick to signify that all has gone correctly	Acknowledged
Messages will attempt to be delivered for 3 days, if for some reason the recipient isn't able to receive the message after 3 days the message will display a red X	Failed (No Acknowledgement)

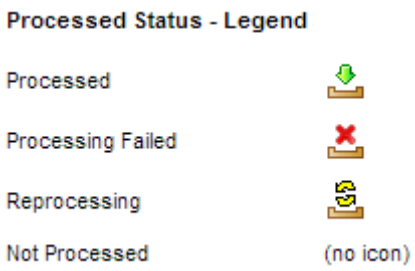
A failed Acknowledgement signifies an error at the recipients end. If you receive a failed Acknowledgement please contact the Argus Support team by phone on 03 9037 1000 or by email argus@argusconnect.com.au. Support will then contact the intended recipient and rectify any potential issues, at which point the message can then be re-sent.

IMPORTANT NOTE:

The send/receive cycle can also be manually performed from the Argus Server to instantly send/receive messages. If you'd like to learn how to do so please contact Argus Support.

5.2.2 The Receiving Process

As with sending messages, you can also view the process of received messages by referencing the Legend



Process Flow	Processing Status
When a message has been received, decrypted and sent to your clinical software package you will see the following image next to the message which signifies that all has gone as it should have	Processed
If the following image appears, there can be multiple causes, contact Argus Support to investigate	Processing Failed

Sometimes message are not processed, in this case the message may have been sent from a non-encrypted messaging system or it could be an Acknowledgement received in response to a message you've sent. Messages that have not been processed do not display an icon.

5.2.3 Message Actions

Resending Messages

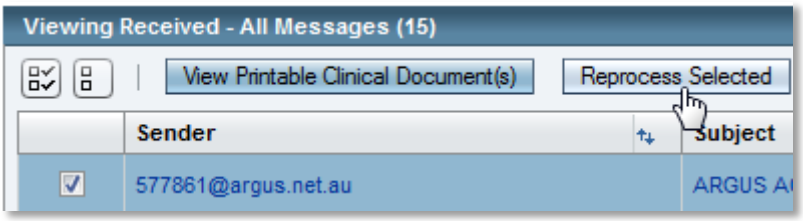
Any messages sent by Argus can also be marked for resending from both the main Message View page and also from the Message Detail page.

Select one or more sent messages by ticking the checkbox and click the 'Resend Selected' button. The Message Viewer will display an informative message if the selected messages were successfully marked for resending. Messages will be resent the next time Argus performs a mail synchronisation.

Reprocessing Messages

Any messages received by Argus can be marked for reprocessing from both the main Message View page and also from the Message Detail page.

Select one or more sent messages and click the 'Reprocess Selected' button. The Message Viewer will display an informative message if the selected messages were successfully marked for reprocessing. Messages will be reprocessed the next time Argus performs a mail synchronisation.



Once completed the below image will appear beside the message

Archiving Messages

Argus will automatically Archive successfully completed messages from both sent and received views at a pre-configured interval, this is usually every 28 days. Individual messages can be archived from the Message Detail page in the Argus Message Viewer.

Click the 'Archive Message' button when viewing the detail of any message. The Message Viewer will return to the main Message View page after archiving the selected message.

Deleting Messages

Any messages sent or received by Argus can be marked for deletion from the Message Detail page in the Argus Message Viewer.

Click the 'Delete Message' button when viewing the detail of any message. The Message Viewer will return to the main Message View page after deleting the selected message.

Or, select one or more messages from the main Message View page and click the 'Delete Selected' button. The Message Viewer will display an informative message if the selected messages were successfully deleted.

6. IMPORTANT ASPECTS OF ARGUS MAINTENANCE

6.1 Keeping Argus Informed

6.1.1 Notifying Argus of Practice Changes

1. As Argus utilises the National Health Services Directory, containing thousands of organisations and practitioners, it's important that we keep the directory up to date. Therefore, please ensure you inform Argus of any changes regarding your practitioners and/or organisation.
2. For example:
    I. New doctors at your organisation
    II. Doctors who have left your organisation
    III. Change in Practice Manager and preferred contact details
    IV. Changes to your organisation details, such as phone number, address, etc.

    This is to ensure the Argus Users Database is up-to-date and senders are able to locate the correct recipient at the correct location.

6.1.2 Changes to server & workstation environments

The Argus software may need to be updated to work in co-ordination with any changes at your organisation. It is important to inform Argus of any of the following changes to your server environment:

- Changing clinical software and or Internet provider
    - Argus may need to be reconfigured when changing your clinical software and or dedicated Argus email address' or error notification address'.
- Major system upgrades
    - Some upgrades, including Operating System changes can cause an effect on your Argus Software; therefore it is beneficial to advise us of any upcoming changes
- New workstations have been installed
    - The Argus software may need to be reinstalled or reconfigured on your new workstation computers
- Changing 'file drop/file pickup directory'
    - If the directories for incoming and/or outgoing messages are altered, Argus will need to be reconfigured to work with the new directories
- Server upgrades/replacements
    - Please ensure you inform us of any major server upgrades **PRIOR** to turning-off the existing server, as we will need to take a backup of the current installation database

When you have an Argus subscription, our Argus Support team are easily able to help you ensure your Argus is going to keep working, despite the changes happening in your organisation.

6.1.3 Managing Your Argus Subscription

Keeping your Argus subscription up-to-date ensures you have full support and a fully functional Argus installation, including future upgrades and patches.

Your Argus software will advise you when your subscription is approaching expiry. Additionally, a few weeks prior to expiry an email notification of your subscription expiry date will be sent to your nominated contact email address.

To renew your subscription simply follow this link;

https://www.argusconnect.com.au/subscription/existing/

(Or go to our main website (www.argusconnect.com.au) and click on 'Existing Customers').

You will be prompted for your Argus Customer ID, if you do not have this, please contact us and we will assist you.

Follow the prompts and you will be presented with a quote prior to payment. Alternatively, if you would like a costing quote, please contact Sales on (03) 9037 1000 or argus@argusconnect.com.au.

Subscriptions include the following benefits;

- Full technical support of the Argus Software.
- All future software upgrades and new version releases available online.
- No time limit or number-of-call limit for remote support enquiries.
- Problem resolution by phone, email or remote access.
- Support during normal business hours Monday – Friday, 9.00 am – 5.00 pm (AEST).

7. TROUBLE SHOOTING

7.1 Trouble Shooting – Basic

7.1.1 Basic Argus Error Notifications

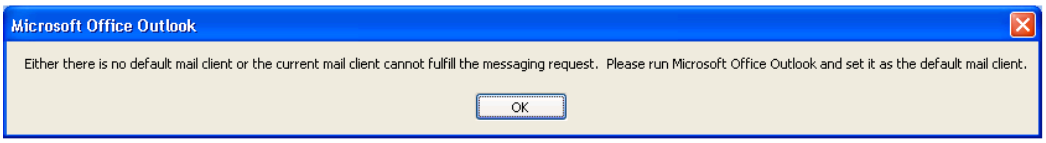
Error	Description	Action
Maximum Resend Limit Reached	Argus has not received an Acknowledgement from the intended recipient after multiple sending attempts.	This usually indicates an issue with the recipient's Argus. You should contact the Argus Support team to resolve the issue.
Address Book Update Failure	The Address Book Auto-Update service was unsuccessful.	This indicates that there was a problem communicating with the Argus Users Directory. Once a day Argus makes a connection to the central Argus server to confirm all entries in the local Argus Address Book are correct. If, for whatever reason, the connection cannot be made this email is sent. This error is only a problem if it occurs once a day every day.
Argus Email Entries Added Notification	A contact/s had been added to your Argus address book.	Please update the contact information in your clinical software address book with the new contact details.
Practitioner Removal Notification	Contact/s in your Argus address book has been removed from the Argus Users Directory.	Please remove the Argus contact information from your clinical software address book.

7.1.2 Common Medical Director Alerts

7.1.2.1 Default mail client warning

If the following text box appears,

"Either there is no default mail client or the current mail client cannot fulfil the messaging request. Please run Microsoft Office Outlook and set it as the default mail client."

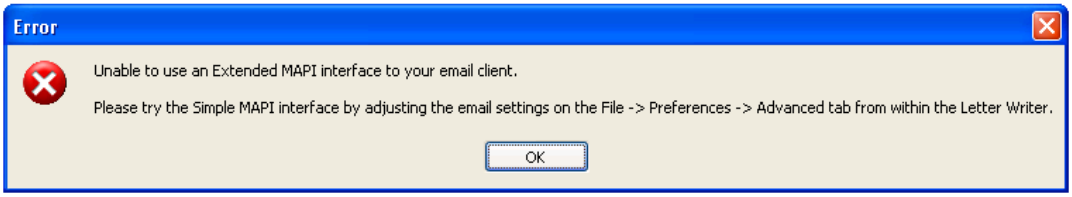

Microsoft Office Outlook
Either there is no default mail client or the current mail client cannot fulfill the messaging request. Please run Microsoft Office Outlook and set it as the default mail client.
OK

1. Close Medical Director
2. Open your **Start** menu
3. Go to **All Programs**
4. Open the **Argus Connect** folder
5. Select **Set as default mail client**

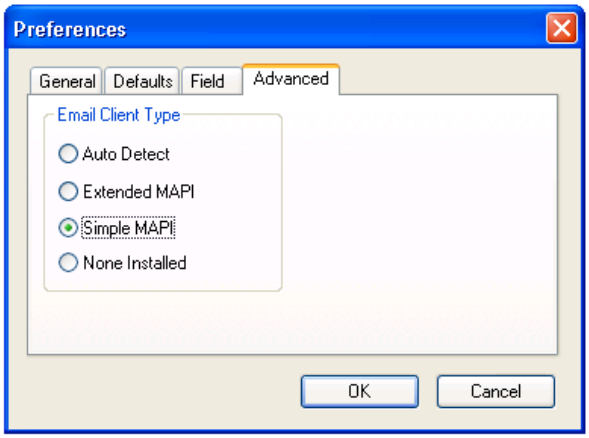
7.1.2.2 MAPI Warning

If the following text box appears,

"Unable to use as Extended MAPI interface to your email client. Please try the Simple MAPI interface by adjusting the email seeding on the File -> Preferences -> Advance tab from within the Letter Writer."


Error
Unable to use an Extended MAPI interface to your email client.
Please try the Simple MAPI interface by adjusting the email settings on the File -> Preferences -> Advanced tab from within the Letter Writer.
OK

1. Within the letter writer open the **File** menu
2. Click **Preferences**
3. Select the **Advanced tab**
4. Select **Simple MAPI**. (See below) then **OK**



7.2 Trouble Shooting – Intermediate

7.2.1 Argus Client Login

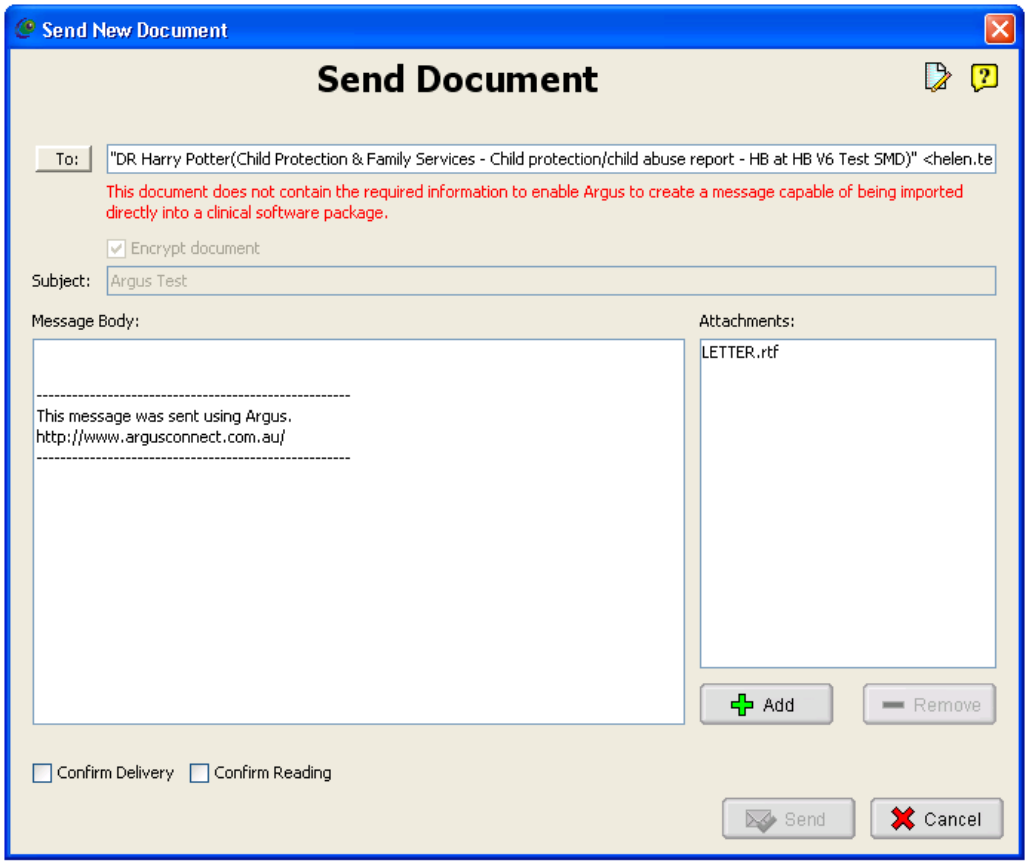
If the following screen appears,
"Argus MAPI Login Screen"

1. The login ID and Password are what you log in to **Address Manager** and **Message Manager**, generically setup as 'argus'
2. Edit the hostname to show the computer name of the PC that the main install of Argus is installed on.
3. Click **Confirm**.

7.2.2 Sending error

If the following text box appears,

"This document does not contain the required information to enable Argus to create a message capable of being imported directly into a client software package."



This is most likely caused by the template being setup incorrectly, ie it's missing the two lines of text at the bottom of the page or they have been entered incorrectly.

See below,

- Patient Name:<<Patient Demographics:Surname>>, <<Patient Demographics:First Name>> DOB: <<Patient Demographics:DOB>>
  Recipient: <<Addressee:Name>> Date of Report: <<Miscellaneous:Date>>

IMPORTANT NOTE:

If you do not know how to edit the Medical Director templates and update the demographic fields as above please contact the **Argus Support Team (03) 9037 1000**

7.3 Trouble Shooting – Advanced

7.3.1 Argus Error Notifications

Error	Description	Action
Rule Failure Notification	Argus was unable to deliver received correspondence to "drop" directory.	Confirm the drop directory exists and has write permission for all network users. If problem still persists, contact Argus Support team. The majority of the time this will be 'C:\Program Files\Health Communication Network\Messages\In' on the PC\Server with the main Argus installation.

8. HOW TO CONTACT ARGUS

If you require any further information or assistance, please contact Argus staff on one of the following methods:

Phone:

You can phone Argus on (03) 9037 1000, your enquiry should typically be able to be answered within 1 business day.

Email:

You can email Argus at argus@argusconnect.com.au your enquiry may take 1-5 business days for a response.

Online:

Argus has an online contact form which will help direct your enquiry to the appropriate people, you can submit your enquiry here: https://www.argusconnect.com.au/content/contact-us

IMPORTANT NOTE:

To speed up your support call you can start a TeamViewer session to allow the support tech to gain access to your machine faster.

To do so, open your start menu and go into 'All Programs', from there locate the 'Argus Connect' folder and run the 'Active Remote Support' icon which will then generate an ID that you can supply the tech to gain access to your PC.

Alternatively you can get this ID by visiting our website www.argusconnect.com.au, click the support tab towards the top right and scroll down to 'Activate Remote Support for Windows'.